

Ready to start using your HealthSpring Flex card?

Here's how in three simple steps.

1 Understand your card.

Your HealthSpring Flex card makes it easy to access your incentive rewards and allowance benefits all in one place.



Incentive rewards

- For details about the incentives program, visit the incentives website at myHealthSpring.com then click on "Earn Incentives".
- Your card will be used to access funds earned through the program throughout the year and will expire on December 31 or if you disenroll from the plan.
- If new to the program, you'll need to opt-in on the incentives website, call Customer Service, or return the opt-in form.
- You'll earn rewards for completing activities, such as a Yearly Health Check-up, preventive screenings, weekly exercise, going to social events and more.
- Funds are loaded on the card after you attest to completing an activity on the incentives website or after we receive a claim from your doctor.



Allowance benefits

- For details about allowance benefits and amounts, review your plan's *Evidence of Coverage (EOC)*.
- Your card will be used to access allowance benefits that are part of your plan.
- Funds are loaded on the card the first day of each quarter and expire on the last day of each quarter or if you disenroll from the plan.

Quarters include:

January 1 – March 31;

April 1 – June 30;

July 1 – September 30;

October 1 – December 31

- You do not have to use your allowance all at one time, but you will need to use it before it expires the end of each quarter.

Need some help getting started?

Call the HealthSpring Flex card Service Center at **1-866-851-1579 (TTY 711)**,
8 a.m. – 11 p.m. EST, Monday – Friday.

2 Once your plan starts, sign up for your HealthSpringFlex.com online account to help manage and use your benefits.

Here's the information you'll be asked for:

- Your name, state and date of birth.
- Your HealthSpring member ID number (can be found on your ID card). If your ID includes special characters, such as hyphens or asterisks, you should only input the numbers.

Once you log in, you'll be able to:

- View your earned incentive rewards and select allowance benefits.
- Shop online on this site or find participating in-store retailers.
- View your balance and transactions.
- Find eligible health and wellness products by searching for a product name or UPC number or by scanning a product barcode with your smartphone or tablet camera when you are in-store.

Reminder: If you previously had an account with your Healthy Today card, there is no need to re-register — just visit our new site to access your plan information.

3 Start using your card.

Once you've earned incentive rewards, you can use your card to pay for eligible health and wellness products*. You can start using your allowance benefits as they are loaded onto your card each quarter. Use your benefit funds at participating in-store locations or online at HealthSpringFlex.com and Walgreens.com.

Here are a few tips.



Your card is pre-activated and ready to use, so keep it in a safe, easy-to-access place. We'll load funds to your card throughout the year.



If the cost of a service or an item exceeds your available balance, you may be asked for an additional form of payment, or funds may be drawn from any incentive rewards you've earned.



Be sure to select CREDIT, not debit, when using your card. Using a PIN will decline the card.



Your card may be declined if you've exceeded your available funds; you're trying to buy ineligible items; you're shopping at nonparticipating retailers; or you're trying to get cash back.



If you lose your card, please call us at **1-866-851-1579 (TTY 711)**. We'll send you a new card right away.

*Rewards cannot be used toward the purchase of tobacco, firearms, explosives or other excluded products.

Limitations, copayments, exclusions and restrictions may apply. Individuals must live in the plan service area. Benefits vary by plan. Prior authorization and/or referrals are required for certain services.

The described products and services are provided exclusively by or through operating subsidiaries of Health Care Service Corporation, a Mutual Legal Reserve Company. © 2025 Health Care Service Corporation. All Rights Reserved.